
### PERSON SPECIFICATION

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| **DIRECTORATE: Health and Social Care**  | JOB TITLE: Welfare Rights Advisor (Carers) |
| **GRADE:**  | **POST REF NO:** | **LOCATION: Welfare Rights and Debt Advice Service** |
| NOTE TO MANAGERIn completing this form you are setting the expected standard for the person you need for this job on this occasion. Once completed, it will help to create your shortlist of candidates and to devise the questions you ask at interview. Please describe the criterion in ways that are both accurate and capable of being tested. Above all, the requirements must be job related and non-discriminatory. The job description, person specification and advertisement must be consistent. Each of the criteria must be identified under the Essential or Desirable headings. Whilst all criterion are important, those marked Essential must be met before an interview can be offered. (See Section 6 of the Recruitment and Selection Code of Practice for more information on producing a person specification). |
| NOTE TO APPLICANTS: Whilst all criterion below are important, those under the Essential heading are the key requirements. You should pay particular attention to these areas and provide evidence of meeting them. Failure to do so may mean that you will not be invited for interview. |
|   (\*See grid overleaf) |
| ESSENTIALCRITERIA | NECESSARY REQUIREMENTS – SKILLS, KNOWLEDGE, EXPERIENCE ETC. | \*M.O.A. |
| 1. | Knowledge of the rules for entitlement to means-tested benefits and disability benefits.  | A/E/I |
| 2. | A good understanding of the Care and Support statutory guidance on charging for non-residential services. | A/E/I |
| 3. | Ability to communicate effectively (written and orally), especially with elderly people. | A/I |
| 4. | Understanding of the principles of good customer care and equal opportunities. | A/I |
| 5. | Understanding of social services functions in particular those related to carers.  | A/I |
| 6. | Ability to conduct home visits in a wide variety of properties.  | A/I |
| 7. | Ability to work alone, without supervision, out of the office, doing home visits. | A/I |
| 8. | Ability to work positively as part of a team – with colleagues and other professionals. | A/I |
| 9. | A commitment to the promotion of benefit entitlement and anti-poverty/social inclusion work generally. | A/I |
| 10 | Good administrative, organisational skills and a willingness to use IT. | A/I |

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| DESIRABLECRITERIA | NECESSARY REQUIREMENTS – SKILLS, KNOWLEDGE, EXPERIENCE ETC. | \*M.O.A. |
| 1. | Experience of providing an advice service and promoting benefit claims. | A/I |
| 2. | An understanding of Social Security legislation and procedures. | A/I |
| 3. | An understanding of Community Care legislation. | A/I |
| 4. | An ability to communicate in another language – most usefully Urdu, Punjabi, Arabic, Eastern European languages or British Sign Language. | A/I |
| 5. | Experience of working with the elderly or those with disabilities. | A/I |
| 6. | To be able to act in a consultative capacity with staff/volunteers of both statutory/ voluntary sector. | A/I |

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| OTHER CIRCUMSTANCES |  |  |
|  | Possession of current driving licence. | C |
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| COMPLETED BY | DATE | APPROVED BY | DATE |
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METHOD OF ASSESSMENT (\*M.O.A.)

A = APPLICATION FORM, C = CERTIFICATE, E = EXERCISE, I = INTERVIEW, P = PRESENTATION, T = TEST, AC = ASSESSMENT CENTRE